

Operations Module

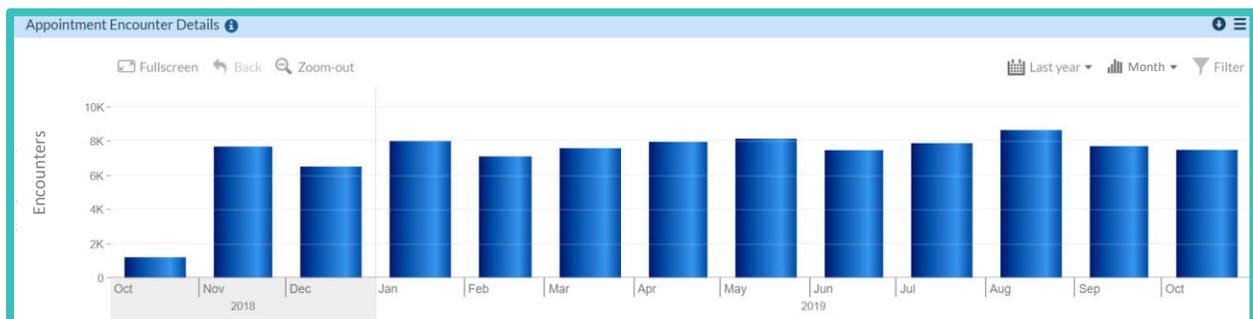
Answer operational questions with high quality data and actionable insights to keep your practice efficient

Operational data is the bedrock of practice performance. To keep abreast of operations - from marketing and scheduling all the way through patient visits and satisfaction scores - you need visibility to key performance indicators. If you have ever built KPI dashboards in Excel, you know it's time-consuming and this lack of timely, actionable information has hard dollar costs. Without a clear understanding of which operational workstreams are under performing, it's not possible to course correct. Potential fraud, abuse, and compliance issues may also go unnoticed, putting your practice at even greater risk. Fresh, actionable data is essential for your practice to operate efficiently and thrive.

Leverage your data with a powerful analytics platform

Operational Analytics is a module of the WhiteSpace Health Practice Analytics platform that is accessible via desktop web browser or via Android and iOS apps. Monitor up to date KPIs from anywhere there is internet access so you can quickly understand performance, and drill down from high level trends to root cause analysis.

Role-based security keeps users focused, and each person can configure their home screen views in a way that is meaningful to them. Because the operations module is organized into six unique tabs, appointments, check-in, clinical time, check-out, marketing, and prescriptions, it's easy to pinpoint specific operational areas that affect your practice's performance. Operational insights can be used to educate staff, negotiate with payers, and gain visibility into performance of various locations, specialties, and providers.



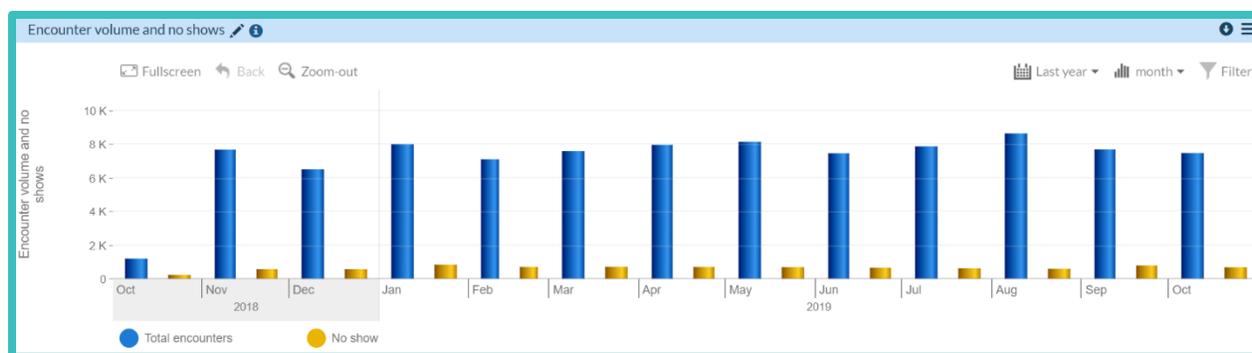
Appointments

Patient scheduling is the lifeblood of practices, and the WhiteSpace Health operations module provides fresh insights into all aspects of these workflows. When you know what percentage of your patient base is new versus established, it's easy to determine how many new patients will be needed next year to retain your current volumes. Average re-schedule rates help you better estimate cancellations so you can deploy strategies to keep your schedule full. Are you having to schedule appointments farther out? Is that having an impact on re-schedules and no-show rates? Dynamic menus quickly adjust your view, allowing for segmentation by facility, specialty, and provider. They also allow you to sort by virtually any date range with a few taps. The appointments tab creates transparency into your practice's booked time, so you can optimize your schedule - and your bottom line.



Check-in

When patients arrive at your practice, the check-in process is paramount to keeping your practice flowing smoothly. Track your encounters and no-shows. Identify trends between different providers, specialties, and facilities. If certain segments are high performing, dig deeper to find out why, and adjust operations in lower performing areas to improve their performance.



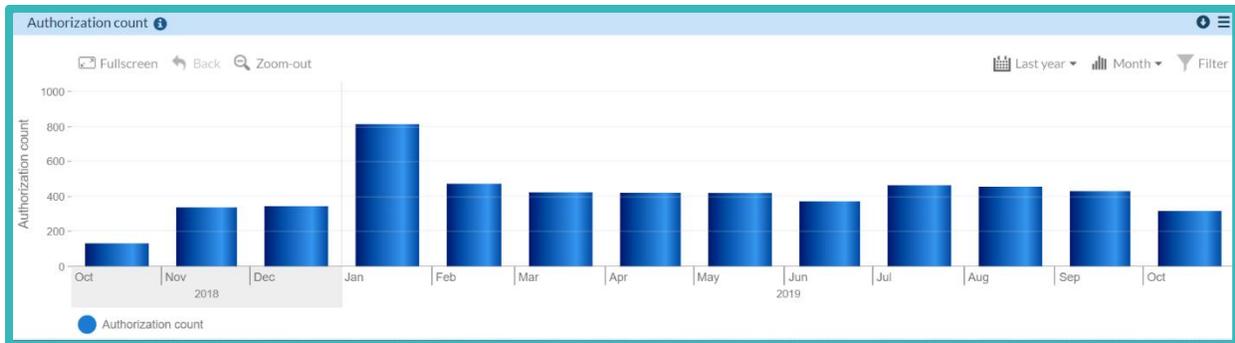
Clinical time

The heart of healthcare is the time that providers spend with patients. Dig into appointment encounter details, and investigate variations by facility, specialty, provider, and time frame. Keep a pulse on your practice's cycle time for check-in and check-out to keep things humming.



Check-out

The authorized ordering of high-cost prescriptions drugs and durable medical equipment is essential for reducing payment delays and denials. The operations module helps you keep track of medical necessity - checking across facilities, specialties, and providers to keep all areas of your practice compliant. You can also gain deep insight into provider orders for specific medications and procedure volumes. These insights help you maintain tight management of patient populations, which translates into savings for your payers and creates more favorable contract positioning.



Marketing

Use the marketing tab data to learn which providers are generating the most new patients for your practice. Identify the locations and days of the week with the highest number of missed appointments and determine the providers who see the most patients. Since lag time impacts

referrals, loyalty, key appointments, and revenue, KPIs that measure the time between appointment creation and the day of service are important to watch.



Prescriptions

The opioid epidemic is a public health crisis, and many providers are seeking tools to ensure their patients receive appropriate pain relief without unanticipated consequences. The prescriptions tab details the medications that were dispensed by your practice. Sort by provider, location, and date to drill down into dispensing patterns all the way to the Rx number and quantities to identify anomalies in prescribing patterns. Gather insights into provider behaviors and location trends to facilitate important clinical and utilization dialog.

Dispensed medication						
Drag a column header here to group by that column		09/01/2019 - 09/30/2019		Search...		
Drug name	Provider name	Dispensed quantity	Month	Year		
BUTRANS 10 MCG/HR PATCH MCG/HOUR	LastNameProvider2, FirstNameProvider26D9D6C9D-2B39-494B-9CDA-000AF2C54F51	4	September	2019		
CARISOPRODOL 350 MG TABLET	LastNameProvider2, FirstNameProvider26D9D6C9D-2B39-494B-9CDA-000AF2C54F51	30	September	2019		
COUNADIN 5 MG TABLET	LastNameProvider2, FirstNameProvider26D9D6C9D-2B39-494B-9CDA-000AF2C54F51	30	September	2019		
CYCLOBENZAPRINE 10 MG TABLET	LastNameProvider2, FirstNameProvider26D9D6C9D-2B39-494B-9CDA-000AF2C54F51	105	September	2019		
CYCLOBENZAPRINE 5 MG TABLET	LastNameProvider2, FirstNameProvider26D9D6C9D-2B39-494B-9CDA-000AF2C54F51	60	September	2019		
CYCLOBENZAPRINE HCL 7.5 MG #60	LastNameProvider2, FirstNameProvider26D9D6C9D-2B39-494B-9CDA-000AF2C54F51	60	September	2019		
CYMBALTA 30 MG CAPSULE	LastNameProvider2, FirstNameProvider26D9D6C9D-2B39-494B-9CDA-000AF2C54F51	120	September	2019		
CYMBALTA 60 MG CAPSULE	LastNameProvider2, FirstNameProvider26D9D6C9D-2B39-494B-9CDA-000AF2C54F51	60	September	2019		

Receive alerts when performance falls outside of KPIs

To ensure you never miss something important, automatic alerts can be set up when metrics fall outside of established key performance indicators (KPIs). With a few taps, you can easily set up alert thresholds to match your practice requirements. When alerts do fire, you can immediately investigate the root cause, and make rapid adjustments that return your practice to optimal performance.

Rapid implementation

Getting your new analytics solution up and running is key to achieving value. WhiteSpace Health's experts work closely with you to manage all phases of the implementation. In a matter of weeks, the team will access your data; configure the platform; and activate your instance. And, since IT resources are thin at most practices, it's nice to know there are no ongoing IT investments or hardware upgrades.

Almost no learning curve

Because the operations module is so intuitive, the time and expense of end user training is virtually eliminated. Most end users can familiarize themselves with the interface by tapping around on their phones or clicking in their browsers. A quick reference guide is embedded in the main menu for additional clarity.

Make Well Informed Decisions

Answer your practice's operational questions with WhiteSpace Health's Operational Analytics module. Daily data refreshes and dynamic displays provide the practice performance information you need to make timely decisions with confidence.